King County

TRANSIT SYSTEMS SUPPORT SUPERVISOR
DEPARTMENT OF TRANSPORTATION
TRANSIT DIVISION
MANAGEMENT INFORMATION AND TRANSIT TECHNOLOGY GROUP
Annual Salary Range $74,838 - $90,473
Job Announcement: 05RC5343
OPEN: 7/20/05   CLOSE: Open Until Filled

WHO MAY APPLY: This position is open to the general public.

WHERE TO APPLY: Required forms and materials **must** be sent to: **201 S. Jackson Street, M.S. KSC-TR-0419, Seattle, WA 98104** or hand-delivered to Career and Employment Center at 201 S. Jackson Street, Floor 1A. Contact Ralph Cady at (206) 263-4782 or ralph.cady@metrokc.gov for further inquiries.

FORMS AND MATERIALS REQUIRED: A King County application form and data sheet, resume, and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: King Street Center, 201 S Jackson Street, Seattle, WA

WORK SCHEDULE: This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. The workweek is normally 8:00 a.m. – 5:00 p.m. Monday through Friday.

PRIMARY JOB DUTIES INCLUDE: Supervise technical staff responsible for maintaining, enhancing and integrating Transit division information and technology systems. Responsible for supervising a team of technical analysts who ensure the ongoing operations of Transit business information systems (such as operator assignments, bus dispatch, work order tracking and web based customer information). Supervise staff in architecture design, interface development and implementation of new transportation systems applications. Also responsible for negotiating service level agreements with Transit clients and identifying ongoing technical systems support for new applications. Provide technical consulting on a wide range of technology issues. Some typical responsibilities include:

- Provide supervision and coaching to technical staff.
- Manage staff workloads and determine work group priorities.
- Coordinate staff resources and projects for maintaining a variety of Transit systems.
- Coordinate with users regarding their ongoing operations, maintenance and technical support needs.
- Participate effectively in section management team and work closely with Systems Management and Analysis and Infrastructure and Integration supervisors to provide smooth transitions with functions in these workgroups, including project management, database administration and server administration.
- Supervise staff engaged in troubleshooting information systems, maintenance, enhancements and application development efforts, including web based applications and Oracle database administration.
- Develop/implement operational and administrative policies and procedures to troubleshoot systems standards.

- Assist in the development of the Transit division's technology budget.
- Act as liaison with other King County technology projects and information system development efforts.

QUALIFICATIONS: A bachelor's degree in computer science or closely related field; a minimum of **one year** in a lead or supervisory capacity which demonstrates skill in applying supervisory/management techniques and quality management practices and giving direction to application developers; and **four years** of increasingly responsible experience with information systems technology focusing on software application development and database design which demonstrates the ability to implement information systems and to apply project management techniques and principles; or an equivalent combination of education and experience.

- Knowledge of programming, application development and system maintenance to Oracle, Access and MS SQL database administration.
- Knowledge of system design and development principles.
- Skill in identifying the quality of and recommending changes to programming, code, documentation and systems standards.
- Written and oral communications skills.
- Interpersonal skills, including the ability to work effectively in a team environment and establish productive relationships with staff and users.

SELECTION PROCESS: All candidates with complete application materials will be screened for minimum qualifications including written communication skills. Competitive applicants may be invited to participate in a panel interview.

UNION MEMBERSHIP: This position is represented by I.F.P.T.E., Local 17 – Transit Supervisors.

CLASS CODE: 271601